



## OUT OF GAS POLICY

To Our Valued Customers:

Our mission is to provide propane in a way that is both safe for you and for our employees.

**Unfortunately, there may be times when you unexpectedly run out of gas.** This could create an unsafe environment for you and for our delivery drivers - especially If these emergency deliveries occur late at night. Our drivers keep regular routes to maximize their efficiency and minimize operating costs, which keeps our propane reasonably priced for you.

### **If you run out of gas you should:**

1. Close the service valve on the propane storage tank located under your tank hood
2. Shut off all appliances
3. Call the nearest Premier Cooperative Energy branch listed below. If after hours, the answering machine will direct you to the number for the 24/7 Emergency Hotline.

It is imperative that you are home so we can check the entire gas system for leaks and light the pilots. If we arrive and no one is home, we will fill your tank but are required to disable the system. The driver will leave an "OUT OF GAS" tag instructing you to call us. **THIS RETURN TRIP WILL RESULT IN AN ADDITIONAL CHARGE.**

The following outlines charges for "Out of Gas" situations:

- **ROUTE CUSTOMERS** (those who have elected to be on the autofill program): **NO CHARGE**
- **WILL CALL, COD, OR DELINQUENT CUSTOMERS: MUST GIVE 4 BUSINESS DAYS NOTICE FOR DELIVERY, OR SPECIAL DELIVERY CHARGES WILL APPLY.**

**\$100.00** service charge to deliver within 3 business days

**\$250.00** service charge for same day, nights and weekends.

**\*\*The above fees include charges for an out-of-gas system leak test\*\***